

**AUGUST AGENT SERVICES TRAINING UPDATE  
BUREAU OF MOTOR VEHICLES  
P.O. BOX 68031  
HARRISBURG, PA 17106-8031**

Bulletin No. 14-12

DIN/Agent Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Business E-mail: \_\_\_\_\_

**(NOTE: If you have not received this update via e-mail, please include your business e-mail above. This information is required per your agent services contract.)**

Name of Individual(s) Attending: \_\_\_\_\_

\_\_\_\_\_

See pages 2 and 3 of this edition for information regarding the Agent Services Training courses. Please return this ENTIRE page when requesting your reservation(s). As confirmation of your reservation(s), we will return this page to you with a reservation number. You will be asked to present this reservation page, along with government-issued photo identification, for admittance. Please be sure to list your name and address above.

**REGISTRATION FORM**

| <b>BASIC TRAINING COURSE</b>                                                                                                                                         | <b>ADVANCED REFRESHER AGENT TRAINING COURSE</b>                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| This training course is designed for title clerks and notaries <b>with ONE year or less experience</b> in motor vehicle title and registration procedures and forms. | This training course is designed for title clerks and notaries <b>with more than ONE year of experience</b> and with more familiarity with title and registration procedures and forms. |
| <b>FEE:</b> \$50/person                                                                                                                                              | <b>FEE:</b> \$50/person                                                                                                                                                                 |
| <b>TIME:</b> 9 a.m. to 4:30 p.m.                                                                                                                                     | <b>TIME:</b> 9 a.m. to 4:30 p.m.                                                                                                                                                        |
| <b>TRAINING LOCATION:</b><br>_____                                                                                                                                   | <b>TRAINING LOCATION:</b><br>_____                                                                                                                                                      |
| 1ST CHOICE<br>DATE: _____                                                                                                                                            | 1ST CHOICE<br>DATE: _____                                                                                                                                                               |
| 2ND CHOICE<br>DATE: _____                                                                                                                                            | 2ND CHOICE<br>DATE: _____                                                                                                                                                               |
| NUMBER OF TRAINING COURSE<br>RESERVATIONS AT \$50/person _____                                                                                                       | NUMBER OF TRAINING COURSE<br>RESERVATIONS AT \$50/person _____                                                                                                                          |

Please list below a daytime telephone number, including your area code.

(     ) \_\_\_\_\_



PennDOT is offering contract required Agent Services Training. Detailed information about contractual training requirements for agents is located in the "Agent Service Training" fact sheet on PennDOT's Driver and Vehicle Services website at [www.dmv.state.pa.us](http://www.dmv.state.pa.us). This is a wonderful opportunity for you to meet with a PennDOT representative and discuss any issues you may have. The Basic Training Course and Advanced Refresher Agent Services Training Course meet the recommended training required for PennDOT contract obligations. However, please note this agent service training course DOES NOT meet notary training requirements set by law. We are confident for the money and time you spend to attend this training, it will be of great value and extremely beneficial in your day-to-day business activities.

The Basic Training Course is recommended for those individuals with one year or less experience completing motor vehicle title work. It will include the following topics:

- |                                                    |                                                  |
|----------------------------------------------------|--------------------------------------------------|
| *Verification In Lieu of Notarization              | *VIN Requirements                                |
| *Proof of Applicant Identification                 | *Correct Calculation for Increase Fees           |
| *Proof of Ownership Documents                      | *Audit Overview                                  |
| *Proof of Financial Responsibility                 | *Supplemental Title Forms                        |
| *Pennsylvania Address Requirements                 | *Sales and Use Tax and Fee Exemption Information |
| *In-depth Coverage MV-1 Procedures                 | *Powers of Attorney                              |
| *In-depth Coverage MV-4ST Procedures               | *Additional Title Forms                          |
| *In-depth Coverage MV-120 Procedures               | *Supplemental Registration Forms                 |
| *Authorization/Extension of Temporary Registration | *Understanding Customer Payments                 |

The Advanced Refresher Agent Services Training Course is recommended for those individuals with more than one year of experience completing motor vehicle title work and will include the following topics:

- |                                               |                                                    |
|-----------------------------------------------|----------------------------------------------------|
| *Verification in Lieu of Notarization         | *Authorization/Extension of Temporary Registration |
| *Proof of Applicant Identification            | *Forms MV-1, MV-4ST and MV-120 Overview            |
| *Proof of Ownership Documents                 | *VIN Verification Requirements                     |
| *Proof of Financial Responsibility            | *Audit Overview                                    |
| *Pennsylvania Address Requirements            | *Powers of Attorney                                |
| *Correct Calculation Formula for Increase Fee | *Understanding Customer Payments                   |

All attendees of either course will receive a course completion certificate. In order to receive this certificate, you must complete the ENTIRE course. Seating is limited, so please register early. Lunch is on your own. There will be no beverage services provided.

To register, please complete the registration form on Page 1 of this bulletin. Please PRINT the requested information in the spaces provided. **(NOTE: If you have not received this update via e-mail, your business e-mail address is required.)** Return Page 1, completed in full, along with your check or money order to: Bureau of Motor Vehicles, Agent Services Training, P.O. Box 68031, Harrisburg, PA 17106-8031. Make your check or money order payable to the "Commonwealth of Pennsylvania." Please do not send cash. Reservations are taken on a first-come, first-served basis. You only need to register for one date of the training you prefer. You do not need to attend each date listed. **As confirmation of your reservation(s), we will return your registration form (Page 1) with a reservation number. You will need to present your registration form and government-issued photo identification for admittance.** Registration begins at 8:30 a.m.

**SCHEDULE FOR CONTRACT REQUIRED AGENT SERVICES TRAINING**

**NOTE: No walk-ins will be permitted due to limited seating availability. You MUST be registered and have received confirmation to attend any of the classes listed below.**

**Locations****Dates**

- |                                                                                                  |                                                             |
|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| <b>1. HARRISBURG</b><br>Riverfront Office Center<br>1101 S. Front Street<br>Harrisburg, PA 17104 | Sept. 25, 2014 (Advanced Refresher Agent Services Training) |
| <b>2. HARRISBURG</b><br>Riverfront Office Center<br>1101 S. Front Street<br>Harrisburg, PA 17104 | Oct. 16, 2014 (Basic Title and Registration Training)       |
| <b>3. HARRISBURG</b><br>Riverfront Office Center<br>1101 S. Front Street<br>Harrisburg, PA 17104 | Nov. 19, 2014 (Advanced Refresher Agent Services Training)  |
| <b>4. HARRISBURG</b><br>Riverfront Office Center<br>1101 S. Front Street<br>Harrisburg, PA 17104 | Mar. 19, 2015 (Advanced Refresher Agent Services Training)  |
| <b>5. HARRISBURG</b><br>Riverfront Office Center<br>1101 S. Front Street<br>Harrisburg, PA 17104 | Apr. 16, 2015 (Basic Title and Registration Training)       |
| <b>6. HARRISBURG</b><br>Riverfront Office Center<br>1101 S. Front Street<br>Harrisburg, PA 17104 | May 21, 2015 (Advanced Refresher Agent Services Training)   |